



DEPARTMENT OF HUMAN SERVICES
SENIOR & DISABLED SERVICES DIVISION
500 Summer Street NE
Salem, Oregon 97310-1015
Phone: (503) 945-5811

AUTHORIZED BY: _____

**SDSD Administrator/Deputy/
Assistant Administrator**

INFORMATION MEMORANDUM

SDSD-IM-00-95

Date: September 21, 2000

TO: AAA Directors
SDSD District and Unit Managers
SDSD Central Office Managers

SUBJECT: SDSD/AAA Managers Conference
October 25-26, 2000

INFORMATION: This is our second annual SDSD/AAA Managers Conference. This conference provides managers with an opportunity to exchange ideas with Executive Staff, network with other managers, share best practices and learn about policy updates. The conference will be held at the Wittenberg Inn in Keizer and a block of rooms has been set aside for SDSD/AAA staff. It is suggested that you register as soon as possible if you plan on staying at the Wittenberg.

The agenda for the conference reflects the input received from management staff and the conference planning committee. Every effort was made to choose sessions that would be of interest to all management staff. The conference agenda was designed with line staff managers as the target audience, however the information presented will be pertinent to all SDSD/AAA managers and all are encouraged to attend.

Please use the attached brochure to register. We will do our best to accommodate your choice of sessions. If your first choice is unavailable, you will be contacted in order to schedule another session.

CONTACT PERSON: Session information: Lauren Mitchell 503-945-6479
Registration: Laura -Segrest 503-945-8821

FAX NUMBER: 503-373-7902

SDSD/AAA Manager's Conference

October 25-26, 2000
Wittenberg Inn
Keizer



WELCOME

The topics of focus for this conference were chosen by a group of SDSD and AAA managers that came together to brainstorm ideas and needs within their offices and around the state. We have tried to offer sessions that will be of benefit to all SDSD/AAA managers and hope this conference will offer you an opportunity to learn from each other, discuss similar problems and solutions, and get information on a variety of topics in a condensed, focused format.

REGISTRATION

There are limited slots available for the conference. You are encouraged to register early. Every effort will be made to accommodate your first request. If a session is full, you will be contacted and asked to choose another session. If, after registering, you find you will be unable to attend, please contact the training unit at 503-945-5834 or 503-945-8821 so we can release the slot to someone else.

SPECIAL ACCOMMODATIONS

If you need special accommodations, please indicate your need on the registration form and forward it to us as soon as possible.

HOTEL INFORMATION

The conference will be at the Wittenberg Inn in Keizer. A map to the facility is shown below. Reservations can be made by calling 1-800-299-7221.

Conference Agenda

Wednesday, October 25, 2000

7:30-8:30	Registration/Sign-in
8:30-10:00	General Session – Working with Problem Employees – Robin Rose
10:00-10:15	Break
10:15-11:30	General Session – continued
11:30-12:45	Luncheon-speakers Roger Auerbach and Julia Huddleston
12:45-2:15	Session 1
2:15-2:30	Break
2:30-4:00	Session 2
4:00-4:45	Session 3

Thursday, October 26, 2000

7:30-8:15	Registration/Sign-in
8:15-9:45	Session 4
9:45-10:00	Break
10:00-11:30	Session 5
11:30-12:45	Luncheon-Labor/Management Follow-up
12:45-2:15	Session 6
2:15-2:30	Break
2:30-3:55	Session 7
3:55-4:05	Break
4:05-4:45	Speaker-Bobby Mink

Session Overviews

Working with Problem Employees

Wednesday, 8:30 – 11:30

Robin Rose is one of our most popular presenters and will be training this session. Robin will discuss dealing with problem behavior in your employees, de-escalating, working with employees who bring personal problems to work and modeling behavior for your employees. She will also talk about building loyalty and motivating employees. This is a general session for all participants.

Office Safety

Wednesday, 12:45 – 2:15

This session was presented at our Support Staff Conference and many of the evaluations requested that it be repeated for the Manager's Conference. Officers Dan Pugh and Melissa Mason of the Salem Police Department, give a great presentation on keeping your office safe. The officers will discuss the importance of screening when hiring new employees as well as recognizing behaviors and characteristics in a potentially violent person. You will learn how to set up a safety plan, how to deal with domestic violence issues when they surface in the workplace and how to deal with hostile or violent clients in the workplace.

Session Overviews – continued

Clients with Behavior Problems

Wednesday, 12:45 – 2:15

It is especially difficult to deal with a client who has a mental health or behavior issue and who is abusive. This session will give you insight in to trigger words that may escalate the behavior, how to deal with clients who are using vulgar or abusive language and when to draw the line when working with an abusive client. Presenter will be Rebecca Curtis.

What's Happening with ACCESS

Wednesday, 12:45 – 2:15

The new Client Assessment Tool is well on its way in ACCESS. This session is designed to give you an overview of the new assessment tool. You will be shown a demonstration of the new assessment screens and will find out how the assessment process is going to change. The session will also provide you with tips to motivate and encourage your staff to use this new tool. Presentation by: Judy Giggy, Greg Russo and Wendy Sampels.

Session Overviews – continued

Internet Resources

Wednesday, 2:30 – 4:00

Rick Mills will show you how to access sites that will benefit your staff and our clients, how to bookmark sites and even how to share the book marked sites with others. The session will give you tips on finding resources such as assistive technologies, indigent prescription sites, translation sites and OAR's. You will also discover how to find sites on road conditions and information on the MERCK manual. Monitoring Internet usage by employees will also be addressed. A representative from personnel will be on hand in this session to answer questions about privacy issues.

Adult Protective Services

Wednesday, 2:30 – 4:00

This workshop will walk you through the Adult Protective Service process. You will learn what constitutes a complaint, how to determine if a case is a Protective Service or Risk Intervention and when a Risk Intervention case becomes an APS case. The session will also cover who has rights to on-line APS information and how cases are counted. Presenters for this session are Anna Mallard and Hazel Lefler.

Session Overviews – continued

Violence Prevention

Wednesday, 2:30 – 4:00

What is a manager's responsibility to intervene in a potentially violent situation? How do you identify, or recognize signs of violent or abusive behavior and then determine what course of action to take? If a violent incident does occur, how do you deal with the aftermath? These questions and more will be answered in this session, presented by Chet Houser.

Tech Talk

Wednesday, 4:00 – 4:45

In this part of the conference, you have an opportunity to ask questions of various technical specialists. Please indicate on your registration which session you would prefer to attend. You will be asked to submit questions prior to the session, to better prepare the panel participants.

? **Group A:** Medicaid Policy group. This panel will be composed of Jeff Miller, Jennifer deJong and Karl Bien. The panel will be able to help with questions related to Medicaid, General Assistance and EPD.

Session Overviews – continued

? **Group B:** Long Term Care Quality Section. Mickey Tate, Dolores Miller, Dennett Taber and Dan McFarling will be on this panel to discuss licensing and CEP issues.

? **Group C:** Spousal Pay, the small program with the big impact on dependent clients and their families. Gene Sundet and Kathy Kyes will discuss UCMS coding, when pay-ins and spousal diversions are appropriate, waiver vs non-waiver services and current procedures for new or denied cases and ongoing reviews. Bring any questions you or your staff have about the Spousal Pay Program.

Working with the Mental Health Department

Thursday, 8:15 – 9:45

This workshop is designed to help you gain a better understanding of the Mental Health system. Michael Moore from State Mental Health Department will be the presenter for the session. Michael will explain how the Mental Health Department determines eligibility for their services, the difference between behavior and mental health issues and problems that arise when a client has a dual diagnosis. He will also discuss Mental Health coverage under OHP and the commitment process.

Session Overviews – continued

Customer Service Perspectives

Thursday, 8:15 – 9:45

Cathy Cooper and Jeanette Toninato will present this session, which is designed to help you view your office from a clients point of view. How are people treated when they come into the office, what is the atmosphere of your office, are the phones answered in a friendly and professional manner? In this presentation you will learn steps you can take to create a better work environment for both your employees and our clients.

CEP Issues

Thursday, 8:15 – 9:45

This workshop is designed to give you an overview of our CEP system. Staff will review the criminal history clearance process and discuss fitness determinations. They will also provide a brief overview of the housekeeper payment system. Gene Sundet will be on hand to discuss universal CEP training and Jenette Fischer will review the hearings process and how the hearings officers are interpreting the CEP and Criminal History Clearance rules.

Session Overviews – continued

Field and GA Review

Thursday, 10:00- 11:30

This session will give you an overview of the field reviews that are currently under way and reviews that are scheduled for the future. Karl Bien will discuss the recent General Assistance review and will update you on the results of the review, including areas where there is a clear understanding of policy and areas of needed improvement. Trish Jensen will explain upcoming field reviews, the process that will be used for the reviews and the criteria that the steering committee used to arrive at that process.

Workplace Harassment

Thursday, 10:00 – 11:30

In this workshop you will learn what constitutes workplace harassment. Discussion will involve strategies for intervention by management, personnel involvement and progressive discipline. Presenter to be announced.

Session Overviews – continued

Caseload Set-up Panel

Thursday, 10:00 – 11:30

There are many options for caseload configurations in an office. This panel discussion is designed to provide you with different options currently being used and discuss the pros and cons of the different options. Panel members will consist of offices who have generic vs specialized case managers, case managers who determine financial eligibility vs case managers who do not, drop in intakes vs scheduled etc. Panel members include Mike Marchant, Gary Hunt and Bob Weir. The panel will be facilitated by Greg Russo.

The Hiring Process

Thursday, 12:45 – 2:15

The hiring process, step by step, will be reviewed in this presentation. Discussion will include topics such as asking the questions to get at the type of person you are wanting to hire, requesting a list, hardship transfers, checking references, determining if a job is a rotation/temporary/developmental position, salary negotiations and the importance of trial service. Presentation by Gail Parnell, Angela Young and Maureen Renner.

Session Overviews – continued

Field and GA Review

Thursday, 12:45 – 2:15

This session will give you an overview of the field reviews that are currently under way and reviews that are scheduled for the future. Karl Bien will discuss the recent General Assistance review and will update you on the results of the review, including areas where there is a clear understanding of policy and areas of needed improvement. Trish Jensen will explain upcoming field reviews, the process that will be used for the reviews and the criteria that the steering committee used to arrive at that process. This session is a repeat of the session offered at 10:00.

Understanding Generational, Cultural and Disability Issues

Thursday, 2:30 – 3:55

As managers you are required to supervise staff from various generations, various cultures, and staff who may have different disabilities. This workshop will help you understand some of the issues you may face when managing your diverse staff. Strategies to help you accommodate, build relationships and gain respect will be addressed as well as interventions for dealing with employees whose behavior or verbiage is not acceptable in the workplace. Joseph Quinones will be the presenter for this session.

Session Overviews – continued

New News at SDSD

Thursday, 2:30 – 3:55

Curious about what new programs will be upcoming at SDSD? Wondering what legislative issues may impact you? Then this is the session for you. Scott Lay will explain WIIA and how it will impact persons with disabilities. Independent Choices will be reviewed by Chris Pascual and Bill Fritz will inform you of the legislative issues that you need to be aware of.

Personnel Management

Thursday, 2:30 – 3:55

This presentation will address issues you need to be aware of as a manager. Highlights include discussion on coaching, performance management, progressive discipline and performance appraisal standards. Union contract issues that you need to be aware of will also be covered. Presenters for this session are Gail Parnell, Angela Young and Maureen Renner.

Integration Update

Thursday, 4:05 – 4:45

Bobby Mink will present this general session on DHS Integration. Topic items include success stories, barriers and an update on the pilot areas.

SDSD/AAA Manager's Conference

REGISTRATION

(PLEASE PRINT)

Name: _____ Branch: _____(_____)

Phone: _____ Fax: (_____)_____

Special Accommodations (specify): _____

Vegetarian meals: _____Yes _____ No

Sessions: Select one workshop in each time slot

October 25, Wednesday

8:30 - 11:30

General Session with Robin Rose

12:45 - 2:15

- ___ 1. Office Safety
- ___ 2. Clients with Behavior Problems
- ___ 3. ACCESS

2:30 - 4:00

- ___ 4. Internet Resources
- ___ 5. Adult Protective Services
- ___ 6. Violence Prevention

4:00 - 4:45

- ___ 7. Tech Talk: Medicaid
- ___ 8. Tech Talk: LTCQ/Licensing/CEP
- ___ 9. Tech Talk: Spousal Pay

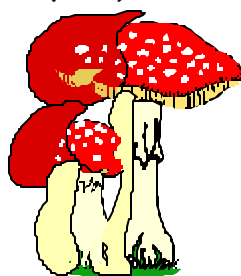
Please mail or fax your registration to:

Employee Development & Training

500 Summer St NE, E04

Salem, OR 97301-1073

Fax: (503) 373-7902



October 26, Thursday

8:15 - 9:45

- ___ 10. Working with Mental Health
- ___ 11. Customer Service Perspectives
- ___ 12. CEP Issues

10:00 - 11:30

- ___ 13. Field and GA Review Results
- ___ 14. Workplace Harassment
- ___ 15. Caseload Set-Up Panel

12:45 - 2:15

- ___ 16. The Hiring Process
- ___ 17. Field and GA Review Results
- ___ 18a. Generational/Cultural (Part 1)
(Must also register for 18b)

2:30 - 3:55

- ___ 18b. Generational/Cultural (Part 2)
(Must also register for 18a)
- ___ 19. New News at SDSD
- ___ 20. Personnel Management

4:05 - 4:45

General Session- Integration Update
with Bobby Mink